

**City of Menasha
Information Technology Steering Committee
Gegan Room
Menasha Public Library
Tuesday, February 14, 2012
3:30 P.M.
Minutes**

A. Call to Order

Meeting called to order at 3:34 PM by VICE-CHAIRMAN Benner.

B. Roll Call/Excused Absences

Present: VICE-CHAIRMAN Benner, COMP Stoffel, DPW Radtke, ITMgr Lacey, PC Styka, PHD Nett and PP Homan (4:48 PM)

Excused:

Also Present: ES Montour, ITSupv James and PO Zemlock (3:40 PM)

C. Minutes to Approve – Approval of Minutes of January 10, 2012 IT Steering Committee meeting.

Motion by PP Homan, seconded by PHD Nett to approve the minutes of the January 10, 2012 IT Steering Committee meeting as submitted. Motion carried.

D. Public Comments on any matter of concern to this Agenda
(Five (5) minute time limit for each person)

NONE

E. Report of Department Head s/Staff/Consultants – Committee monthly update on status of projects/operations/costs

ITMgr Lacey reviewed with the Committee his handout (attached) noting that for the first month of the year, almost 20% of the budget had been expended. This was due to purchases of hardware being done as soon as the budget was in place for 2012. ITMgr Lacey also commented on on-going projects including implementation of RSA security for the Police Department, and the start-up of the RAIDS mapping website which is being used to pinpoint criminal activity in the City of Menasha. PP Homan raised concerns about this particular project and

how it draws comparisons to other communities in the region that may not be updating information as regularly as the City of Menasha Police Department.

F. ACTION ITEMS – (1) Committee update and discussion on loss of email service during week of January 30th, 2012

ITMgr Lacey informed the Committee that the City email system was out of service for a continuous 50 hours during the week of January 30th. This loss of service was brought on by the uploading of a very large video file attached to an email. This caused files on email servers to become corrupt, starting a very long process of recovery and eventual return to regular service. The need to make the videos available to other departments is a regular occurrence, but since this shutdown, ITMgr Lacey has devised a different way for the viewing departments to access the videos and not overload the email system.

Discussion then turned to how other departments were informed or not informed of the problem, how long it would take to return to service and what alternatives were available. VICE-CHAIRMAN Benner commented that this was a real life scenario and the City should learn from it. Things do not always work as planned but before cell phones, websites and emails, work did get accomplished, although probably more slowly.

ACTION ITEMS – (2) Committee discussion and action on using “Twitter” for expanding social media outreach into the community

PO Zemlock opened the discussion on how “Facebook” has become a useful tool in crime prevention and investigation and he would like to see the department take another step using the technology of “Twitter”. “Twitter” could be an assist because it could get information out in real-time concerning criminal activity and someone could be in the area of the incident and have information that would be useful to the Police Department. The tweet would also automatically post to the “Facebook” wall so other people would also be made aware of the incident.

Motion by PP Homan, seconded by ITMgr Lacey, to allow a 90 day trial period for the Police Department to use “Twitter” with the stipulations that a disclaimer be displayed giving notice that other people could also read the tweet and that a way to respond to open records requests be established. Motion carried.

ACTION ITEMS – (3) Committee discussion and action on next IT Steering Committee meeting date – March 13th, second Tuesday

After discussion, motion by ITMgr Lacey, seconded by COMP Stoffel, that the next Information Technology Steering Committee meeting will be held on Tuesday, March 13th at 3:30 PM in the Gegan Room of the Menasha Public Library. Motion carried.

G. ADJOURNMENT

Motion by ITMgr Lacey, seconded by COMP Stoffel to adjourn. Motion carried. Meeting adjourned at 5:00 PM.

Respectfully submitted,

Thomas Stoffel
Committee Secretary

| | Budget \$ | YTD \$ | % used YTD |
|---------------------|------------------|-----------------|-------------------|
| Total Budget | \$430,734 | \$85,704 | 19.91% |

January-February, 2012

I.T. Department Projects

January 10 through February 14, 2012

Open Requests/Projects

- **Hardware**
 - Police "N" band Wireless Access point implementation.
 - Police RSA security implementation.
 - Police Squad laptop deployment
 - Squad laptop configuration and testing of new data transfer environment.
 - Configuration and distribution of new equipment for 2012
 - Implementation of NetMotion system for Squad Cellular signal reliability.

Software

- Website updates
- Health Charting 80% complete
- BOSS Help Desk and IT management system implementation
- Research Parking Ticket writing system

Current Requests/Projects

- **Software**
 - Assist Assessor Dept with reporting.
 - Gathering desktop software/hardware information for inventory reconciliation.
 - Install CAD on Chief Styka's PC
- **Hardware**
 - Build and configure new e-mail server
 - Build and configure new File server
 - Configure backup solution to accommodate our new equipment.
- **Application**
 - Boss IT Desktop management and Helpdesk application implementation.
- **Administration**
 - Working with Utilities on feasibility of a shared file server.

Completed Requests/Projects

- **Application**
 - Generated updated inventory spreadsheet.
 - Exported data from our Law Records Management System to feed the RAIDS on-line crime mapping website.
 - Resolved E-Mail Server crash.

- **Hardware**

- Deploy laptop for City Attorney and Community Liaison Officer
- Prepped five laptops and five laser printers for City Polling place registration
- Deployed new PC for Police Chief.
- Built Arbitrator 360 Back End Server due to the specs required.

- **Administration**

- Research and purchase items from 2012 Budget
- Train network Intern on City environment and assign/track tasks.